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Agency Council on Coordinated Transportation (ACCT)

Friday, June 1, 2007

9:30 a.m. to 12:00 p.m.

Olympia, WA

Meeting Summary

Paula J. Hammond, Chair
WSDOT Chief of Staff

Margaret Casey
Consumer Representative

Richard DeRock
Washington State Transit Association

Theresa Hekel
Washington Association of Pupil Transportation

Marilyn Mason-Plunkett
CTA-NW

Doug Porter
Health and Recovery Services of DSHS

Marcia Riggers
Office of Superintendent of Public Instruction

Bernice Robinson
Consumer Representative

Page Scott
Regional and Metropolitan Planning Organizations

Jennifer Ziegler
Governor's Transportation Policy Advisor

Legislative Members:

Senator Pam Roach
Senator Jim Kastama

Representative Fred Jarrett
Representative Mark Miloscia
Representative Alex Wood

Attendance

Paula Hammond was unable to attend the meeting. Therefore, Marilyn Mason-Plunkett chaired the meeting, and the ACCT members and guests introduced themselves:

Council Members

Marilyn Mason-Plunkett, CTA-NW
Bernice Robinson, Consumer Representative
Margaret Casey, Consumer Representative
Page Scott, Regional and Metropolitan Planning Organizations
Richard DeRock, Washington State Transit Association
Theresa Hekel, Washington Association of Pupil Transportation
Jennifer Ziegler, Governor's Transportation Policy Advisor
Pam Roach, Senator

ACCT Staff

Robin Phillips, ACCT Administrator
Don Chartock
Rebeca Potasnik
Ronda Fullerton

Guests

Gene Baxtrom, Joint Transportation Committee
Donna Patrick, Disabilities Council
Toby Olson, Governor's Committee on Disability Issues and Employment

Welcome and Introductions

Marilyn Mason-Plunkett

The Council approved the April meeting minutes.

Budget

Robin Phillips

Robin Phillips, ACCT Administrator, reported on the budget from April 30 to present.

- Over a half dozen of the technical assistance projects are currently underway and no money will be left over at the end of the biennium.
- *Travel Options* moves forward, including data gathering for populating the system.
- A GIS Stop Capture Project begins June 2007 to support *Travel Options*. Funding comes from coalition support. The project collects three types of information (location, accessibility, and amenities) and includes the necessary coding of the data for use in the *Travel Options* system. A student from Washington State University is capturing data for Pullman and Ben Franklin Transit stops. ACCT

staff will work with Kitsap Transit staff to provide technical assistance on this project. Jefferson and Clallam Transit are also interested, and much of Mason Transit's information is already available.

Joint Transportation Committee Study

Robin Phillips & Gene Baxtrom

The new ACCT legislation (SHB 1694) calls for the Joint Transportation Committee (JTC), in consultation with ACCT and the Joint Legislative and Audit and Review Committee (JLARC), to identify program changes and best practices for effective coordination of transportation services for persons with special transportation needs. A final report is due December 15, 2008. The study has \$300,000 in designated funding from the multimodal transportation account.

The legislation directs the study to:

- Provide a comprehensive survey of existing resources
- Identify opportunities for improving coordination through a uniform system of measuring trip costs, provider billings, provider agreements and reporting, and sharing eligibility information and trip requirements
- Make recommendations for improving access to customer services and integrating services of transportation providers and brokers

In conducting the study, the JTC will:

- Convene at least one meeting with local and regional stakeholders of special needs transportation
- Identify of federal funding and program barriers to improving state/federal program coordination and cost sharing
- Consider other models for coordinated special needs systems throughout the nation, including ACCESS transportation in Pittsburgh, Pennsylvania
- Evaluate of nontraditional service providers, such as public utility districts
- Evaluate methods to influence facility siting decisions for persons with special needs
- Evaluate strategies for decentralized broker system, including the state's role

Council members brought up the following issues for consideration in the study:

- Potential resources along with existing resources (Richard DeRock)
- Human service agencies that rely on transportation services from outside agencies and do not account for the money spent on transportation for service delivery (Margaret Casey)
- The broader definition of special needs populations which includes people with low-incomes (Richard DeRock)
- The value of providing transportation, e.g. each person in drug treatment saves the state \$2,500 annually (Robin Phillips)
- The value of people being able to remain in their homes rather than moving to nursing facilities (Richard DeRock)
- Transportation as a human service for community based care (Margaret Casey)
- Broader analysis of issues can indicate better use of resources, e.g. cost of housing a homeless family rather than providing transportation for homeless students to far flung schools (Robin Phillips)
- Better expenditures through coordination not less expenditures (Richard DeRock)
- Reluctance at the MPO level to talk about transportation funding sources other than federal sources (Page Scott)
- Transportation costs associated with dialysis treatment (Paul Meury, DSHS)
- Engagement of local coalitions with the JTC (Margaret Casey)
- Best expenditures of resources, e.g. transit system paying for curb cuts (Richard DeRock)

Implementing the New ACCT

Roundtable

Special guests: Toby Olson, Governor's Committee on Disability Issues and Employment and Donna Patrick, Disabilities Council

Membership. The new ACCT legislation (SHB 1694) calls for council to have one new member representing disabilities issues. The legislation specifically calls out representatives designated by the Disabilities Council and the Governor's Committee on Disability Issues and Employment.

Human Service Plan Review and Recommendation. The council has a new requirement to review and recommend coordinated human service and transportation plans for certification by the Washington State Department of Transportation (WSDOT). Council members should assess the current plans and identify the types of information that would benefit their respective agencies. ACCT staff will incorporate this feedback and produce recommendations for plan review criteria. The council can review the draft review criteria at the August ACCT meeting.

Customer Complaint Process. The council has a new requirement to develop statewide guidelines for customer complaint processes so that information about policies is available consistently and consumers are appropriately educated about available options. ACCT did not receive additional resources to undertake this project. Richard DeRock proposed that the Washington State Transit Association (WSTA) and the Community Transportation Association of the Northwest (CTA-NW) lead a process which will investigate the current situation and gather input from consumers. WSTA and CTA-NW could present preliminary findings to the council for them to develop an outline for the statewide guidelines.

Council members brought up the following issues for consideration:

- There are different types of complaints (rider, driver, civil rights, agency, etc.) which have different implications on the complaint process. (Richard DeRock)
- Advertising space on the inside of buses has potential use for posting information about complaint processes. (Donna Patrick)
- Case managers need to understand the complaint processes in order to advocate for their clients. They might benefit from concise reference materials outlining the process (pamphlets, cards, etc.). (Margaret Casey)
- Consumers should have access to the policies via websites. (Richard DeRock)

Emergency planning. The council has a new requirement to “represent the needs and interests of persons with special transportation needs in statewide efforts for emergency and disaster preparedness planning by advising the emergency management council on how to address transportation needs for high-risk individuals during and after disasters.” Robin Phillips has been working closely with Patty McDonald, Aging and Adult Services Division of the Washington State Department of Social and Health Services (DSHS) and active member of the Program for Agency Coordinated Transportation Forum (PACT Forum). Patty is involved with the Washington State Emergency Management Division and represents client side issues related to emergency management.

ACCT staff will add a new page to the ACCT website dedicated to emergency and disaster preparedness issues. Staff will evaluate existing information and efforts from around the country and post to the web page pertinent information, documents, and links to other sources.

Council members brought up the following issues for consideration:

- Most human service agencies buy their gas at local fuel sites, which typically only store a one to two day supply of fuel. Does emergency planning recognize this as an issue? (Richard DeRock)
- Many dependencies have not been identified. (Robin Phillips)
- Problems should be identified that can be addressed at the statutory and regulatory level. (Richard DeRock)
- FEMA has an official that is responsible for working with people with disabilities and their needs (including transportation) in the event of an emergency. (Toby Olson)
- Emergency plans are created at the county level. There are no standards in the state approval process. The Department of Justice has guidelines for ADA compliance for plans. ACCT should make recommendations for special needs transportation standards.

Council Meetings. ACCT Meetings will continue to be first Friday every other month for the next two years. There was consensus to continue Round Table discussions.

Community and Brokered Transportation Report

Rebeca Potasnik

Rebeca Potasnik proposed to the council that the community and brokered transportation report merge with the ACCT Report to the Legislature. The bulk of the ACCT Report would be dedicated to the community and brokered transportation statistics with some additional analysis and information about other ACCT projects and activities.

Council members made the following suggestions for the next report and related issues:

- Add planning regions to the maps included in the report.

Meeting Notes June 1, 2007

- Track regional performance of community and brokered transportation providers.
- Explain more clearly the differences between fares and fully allocated costs of providing transportation.
- Have a roundtable discussion on the differences between fares and fully allocated costs.
- Pursue Liz Dunbar's past offer to report on the transportation purchased by DSHS programs.

Legislative Status Update

Council Members

The Stretcher Bill (HB 1837) passed and the Washington State Department of Health (DOH) will be forming a work group that ACCT will track and participate in as much as possible. They will be developing rules for non-emergency transport of persons in a lying down or supine position.

SB 6045 would have transferred the regulation of transportation from the Washington Utilities and Transportation Commission (WUTC) to other agencies. This bill did not pass. Neither WUTC nor the JTC received funding for a study to revamp the WUTC. Senator Haugen, who chairs the committee and is on the JTC, may revive this issue.

Other Business

Council Members & Audience

Richard DeRock reported that the U.S. Access Board has proposed new vehicle and van standards. Comments to the proposed standards are due June 11. The new standards have unintended consequences including:

- Minivans would no longer be legal. This would affect transits and accessible taxis.
- Current ADA compliant bus stops would no longer work with proposed wheelchair ramp standards. Buses would need to stop in the street to deploy proposed longer ramps. Transits would need to buy more land to accommodate changes to size of bus stops.

Page Scott brought up that council membership representing MPOs and RTPOs was not included in the new ACCT legislation. Richard DeRock indicated that these organizations are key to the work of ACCT and should remain on the council. Robin Phillips will draft a letter to the JTC making this resolution.

Toby Olson designated Margaret Casey as his representative on the ACCT council providing that she attend the Governor's Committee on Disability Issues and Employment's quarterly meetings.

Margaret Casey brought up the fact that Valerie Fletcher of Adaptive Environments will be the keynote speaker for WSDOT's 2007 Public Transportation Conference. After the conference, Valerie will go to Seattle and meet with the area Universal Design Coalition of which Margaret is a member. Valerie will also go to Vancouver, B.C. to meet with the mayor who is a quadriplegic. She will provide consultation on the city's preparation for the upcoming Olympic Games.

Don Chartock presented the CTAA award and his acceptance speech included the partnerships we have formed.

Meeting adjourned, seconded, and approved.